



ILLUSTRATING TRAINING OPPORTUNITIES RELATED TO MANPOWER FACILITY PROTECTION THROUGH THE EXAMPLE OF MÁV CO.

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ABSTRACT

Smart towns plan several progressive practical innovations with the aim of ensuring the convenience of its inhabitants and that of commuters or visitors. These innovations aim at not only ensuring convenience but also at increasing the living standards based on sustainable results with the help of smart tools and logical methods. The foundation of smart towns is to ensure the security of its inhabitants. Hence, it is a vital task to maintain the operation under normal conditions of critical infrastructure. According to the Act 1997. year CLIX. critical infrastructure is also related to the railway activity of MÁV-group. The Act concerns armed security sentry, conservationist and agrarian sentry. Hence safeguarding activity is performed by both security guards and armed security guards at MÁV groups. Their duties do not only consist of preventive security tasks but also defence in certain unique cases in accordance with the regulations of their field of work. In order for them to perform their duties properly it is vital that an extensive, regular and practice-oriented training of security guards to happen. This publication aims at illustrating the current training opportunities applied in the field of safeguarding that ensure the functioning of the MÁV group. Also, some potential improvements of training opportunities are shed a light on. We outline the internal training opportunities security professionals – employed by MÁV Co. – can participate at. Besides that, we illustrate the possibilities of employee retraining and courses professionals employed by MÁV Co. are offered in order for them to become well-trained professionals that can fit the complex system of the concept of a smart town.

KEY WORDS

smart town, smart people, critical infrastructure, railway, safeguarding, security guard, training

CLASSIFICATION

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INTRODUCTION

On supervising the professional know-how of security guards several occasions made me aware of the possible risks their incomplete scope of learning of practical knowledge may bear. Despite having the necessary qualifications, in most cases they lack either in-depth knowledge, understanding implications or being skilled in practice. It results in the security guard being insecure in situations requiring action. Consequently, they made fundamentally wrong decisions in more than one case. Repeated tactics of private security measurement trainings are supposed to help these, where legal, service object-specific knowledge is periodically revised, as well as first-aid knowledge and self-defence practice.

Presumably, security guard trainings are part of a detailed, well-structured and complex training system in case of a company of nationwide employment with over 1000 employees that offers services nationwide, and has a significant client traffic related to its objects. The Hungarian Railway (MÁV Co.) fully met all these criteria as maintains and operates a vital infrastructure that is highly important regarding the functioning of the state- from the national safety viewpoint. In order to achieve a proper functioning, safeguarding activity is performed by both security guards and armed security guards. Their professional education of high standards is a basic necessity that adds to the circle of highly skilled, broad-minded employees of smart towns.

As for the cargo freight of MÁV group, the component of freight of dangerous goods above all requires a high-level preparation of security guards. Freight of dangerous goods qualify as dangerous activity. Hence, its security is determined by the legal regulations and their observance to a great extent. This factor affects the choice of freight method and organizing the security protection of the cargo [1].

The current study is the first part of a trilogy, which aims at describing the internal educational system in the field of safeguarding to which interviews with MÁV Co. Security Directorate General served as a source. It sheds a light on the need for a constant, detailed practice oriented training in this professional field.

THE DEVELOPMENT OF THE MÁV GROUP CONCERNING SAFEGUARDING

The Hungarian State Railways was founded in 1869 that can be considered as the legal predecessor of Hungarian Railway (MÁV Co.) that eventually got deprivatised in 1945. The MÁV Co. was converted into a public limited liability company in 1993 that eventually became a private limited company in 2005. The freight transport division left under the name of MÁV Cargo Freight Transport Ltd. in 2006 and continued functioning as an affiliated firm. Having been privatized in 2008 it was renamed as Rail Cargo Hungária Ltd. in 2010. Similarly, the passenger transport division also left MÁV Co. in 2006 and continued functioning as MÁV-START Co. in 2006 [2-4].

In case of MÁV Co. the industrial police activity was called into being in order to ensure the protection of the assets of the company, its edifies with special attention to operational areas, train stations and freight. A change was made in the structure of industrial police activity in 1993, when MÁV Co. began the employment of armed safety guards in accordance with the decree nr. 39/1976. (X.30.). In the beginning, their task was freight accompaniment that was extended to safeguarding train stations later on. (As of 2006 armed security guards were safeguarding the freight and cars of MÁV Cargo, as these tasks did not cease after it became an affiliated firm.) Security and safeguarding activity were provided by own workforce within the framework of industrial police until 1996. Up to that moment industrial guards performed

facility protection that worked both as security guards and as armed security officers. In 1996 The MÁV Vasútör Vagyonvédelmi és Szolgáltató Ltd. was established with the aim of ensuring that security and safeguarding activity – that previously had been provided within the framework of industrial police – could be provided by a company owned by MÁV Co. from 1997. From that moment on security guards provided the service instead of industrial security employees. Armed security guards also got employed by MÁV Vasútör Ltd.. Later, MÁV Vasútör Ltd. and two other MÁV owned companies, (namely: MÁV Ingatlankezelő Ltd., MÁV Vagyonkezelő Ltd.), merged into MÁV-KERT Co. that was founded in 2003. After that, MÁV-KERT Ltd. was renamed as MÁV Létesítményüzemeltető and Vasútör Ltd. The latter company ceased to exist in 2015 and MÁV Co. took over its scope of activities. Thus, property security guards and armed security officers became employees of MÁV once again. From 2017 on up to present MÁV Co. orders service from companies winning in public procurement procedures in order for them to perform functions as security guards. Armed security guards provide their service as employees of MÁV [2].

SAFEGUARDING ACTIVITY OF MÁV CO.

The aim of the MÁV-group is to provide service of the highest standard possible to support the passenger and freight transport in order for Security Directorate General to protect the facilities, appliances and intellectual goods. The safeguarding field is responsible for organising, supervising and controlling both safeguarding and manpower guarding, as well as the synchronised operation of security technology equipment and last, but not least it coordinates the investments belonging to their scope of duties [5].

The guarding tasks have been grouped with respect to objects, premises and values to be protected. Several positions are available in order to take care of these duties in case of an order from the MÁV-group. Various forms of service are available, such as object protection, onsite patrolling, reception service or train station patrolling. The latter can appear either in form of operational area patrol, patrolling in private areas open for public circulation or even mobile patrol by train or own vehicle. Beside these, there might be armed security guards, surveillance officer, cargo security guards, security guard assuring passenger transport and event security guards [3].

DESCRIBING THE SAFEGUARDING TRAINING SYSTEM OF MÁV CO.

At MÁV Co. the staff getting involved with property security or safeguarding are required to have a certain level of qualification to be able to fulfil the given positions. In addition to that, pursuing constant professional development, staff is required to periodically participate in company-offered training sessions relevant to their position. The training sessions might either be compulsory or eligible. Defence and security experts are offered property security and safeguarding training, as well as armed security guards, security guards by their external employer. Similarly, employees of MÁV Co. as well as external employee entering the premises of MÁV Co. are offered similar education, which this publication does not aim at describing [6, 7].

The documents and professional store of learning enlisted form part of the training: Direction for Training Order, Safeguarding Order, Local Manual for Security Guard, Labour Safety and Fire Protection, Rail Professional Knowledge, Traffic- and Rail Technology Knowledge, Theoretic and Technical Knowledge of Tools for Confident Use, Ethical codex. The essence of the above listed materials is described in different depth regarding the given position. The store of learning at the trainings are offered by professional instructors of the given field, such as guarding security knowledge is taught by the expert of defence of MÁV, or on issues related to freight transport information is delivered by a competent expert of MÁV. Along

with that, different lecturers are invited to enrich the knowledge of the participants, such as from the national police staff.

PROPERTY SECURITY PROFESSIONAL DIRECTION AND SUPERVISION

Executives in the fields of property security and safeguarding, together with the safety and security experts working in this field are required to have obtained professional qualification in order to be able to take the position, such as: security and security engineer degree. Typically, intermediate level qualification is sufficient to be able to fulfil an operative position. These positions are available mainly at the Területi Vasútbiztonság.

In case the potential candidate for a position possesses only partial knowledge MÁV Baross Gábor Training Centre ensures that the candidate obtain the necessary training. Employees working in the field are to obtain such a qualification concerning expert-level property security course. These specialised trainings are either provided by external official instructor or internal vocational trainer for participants of adult education. In this moment, the training centre is responsible for ensuring and organising professional training for the employees of MÁV Co. Its main aim is to provide professional training, retraining for the employees and to deepen their knowledge in order to have professionals with the necessary know-how [8].

Above that, employees in the field have the opportunity to participate in trainings of own choice within the framework of a one-year training. However, these optional trainings, even ones remotely related to their field, are to be approved by the proper management. This training method highly supports the broad perspective, decreasing human risk and the efficiency of the functioning of the adjoining fields as the areas of defence and security is revealed in diverse and overlapping activities [9, 10].

TRAINING OF ARMED SECURITY GUARDS

In the periods when security guards were either employed directly by MÁV Co. or indirectly belonged to MÁV Vasútör Ltd. there was an opportunity to retrain them internally and eventually employ them as security guards.

Currently, at MÁV Co. those candidates for armed security guard positions are preferred to possess some kind of a former qualification – beside health and psychological aptitude – despite it not being a basic requirement. Although security guard activity is regulated by completely different acts, many parallels can be drawn in their scope of duties. Thus, formerly obtained qualification is thought to provide a basis for professional overview that results in an easier understanding of professional knowledge and acquiring practical information concerning this job [11].

Having applied successfully, candidates take part in a month-long collective internal training. Having completed the training they have the opportunity to spend time shadowing a more experienced workmate during which they can acquire the practical information.

The training ends with taking an exam consisting of both a theoretical and a practical part in which authorities get involved. At the theoretical exam legal and professional knowledge is to be given an account of, whereas in case of the practical exam weapons knowledge and self-defence knowledge are to be tested. As for legal knowledge, the candidate is required to be adept in related directions of constitutional, state administration and criminal law and criminal action law beside being enlightened in applying the specification of law of armed security sentry. Professional knowledge offers security guards a broad scope of learning such as code of conduct, elements of risk, first aid and even forensic science principles. As for testing self-defence, the board of examiners checks whether the examinee is familiar with the basic elements, averting attacks or the procedure of forcing by corporeal power. The weapons

knowledge exam is entitled to measure competence of using and handling arms, as well as having successfully acquired the knowledge of handling, storage and maintenance of device used in the process of forcing. Having successfully passed the exam, the employee is entitled to work as an armed security guard. Naturally, in case of an unsuccessful exam, there is the opportunity of a retake [12, 13].

The theoretical knowledge and skills acquired in practice is periodically checked by the board of examiners. The board of examiners consist of the organisation that operates sentry-duty and of representatives of central police forces supervising sentry-duty. Shooting skills is to be tested annually in form of shooting. The board of examiners checks theoretical knowledge biannually, health aptitude is revised every three years, while psychological aptitude is tested every four years.

TRAINING OF SECURITY GUARDS

Prior to security guard trainings professional knowledge to be acquired was provided at plant security, as well as professional preparation of employees of the field. After the property security law got into existence, security guard trainings were launched, hence former in-company processes discontinued. Thus, only candidates were able to get employed in such a position who had already possessed a security guard id card and fulfilled the employment requirements of MÁV Co. such as the psychological and health aptitude.

The MÁV Co. provided training periodically for security guards (formerly called security agents) or also occasional trainings for its employees as of the MÁV Co. plant security period. The basis of these trainings is a central Direction for Training that is obligatory in case of each MÁV Co. employee. In addition to that basis, professional knowledge and practical know-how were added. A Vasútőr Ltd. provided recurring training for security guards biannually. This store of learning involved acts and inside regulations that is still core material of the training syllabus of present companies with regard to the period and contents. One of the pillars of education is property security regulations of MÁV Co. that is provided in the framework agreement contract. Companies offering property security services are given the information concerning property security in the framework agreement contract in order for them to apply it in professional knowledge acquisition. Training is provided by vocational trainers ordered from MÁV Co. or by an educator employed by an external company having command of the necessary knowledge. This person is responsible for teaching labour safety and fire protection knowledge. On top of that, there is need for MÁV Co. professionals to deliver special knowledge that is related to the danger of operational areas or describing individual solutions applied in property security, as well as their adept applications, such as special car types, railroad structures, edifices, locks or car tracking systems. The accident surveyor gives a lecture on behalf of MÁV Co. providing further information on dangerous goods, traffic with regard to providing property security services in a depth necessary for a proper functioning.

Delivering this knowledge is accomplished in course of a four-day course, in 6-8 hour daily sessions. The number of participants vary between 10-20 depending on working hours. The safety guard is to sign the educational record to testify understanding and having acquired the knowledge delivered [2].

CONCLUSIONS

In this study we have shown the development of safeguarding of MÁV-group in parallel to its organizational transformation, as well as its current professional direction. Also, we described the requirements of training and functioning of safeguarding trainings in case of both security and armed security guards. All in all, it can be concluded that MÁV Co. bears a similarity to

state companies with respect to the training system of security guards, the parameters of which were mentioned in the introduction. The training material, repetition and records of training sessions show similarity, among others. It was worth selecting MÁV Co. as an example for this study as its structural system as for safeguarding and training system has a logical setup, which includes elaborate and widespread store of learning. A highly positive traits is that it has an actively used quality checking system, which is itemized as for employees, work, or procedures. At the same time, it can be said that the professionals at MÁV only check the existence of the educational records, at this point verification of knowledge is absent. Experts at MÁV Co. are unable to directly verify the depth and quality of their training. On top of that, there is no way for them to examine whether the security guard has acquired the knowledge and is capable of reacting to a certain situation skilfully. This shortcoming is not a unique phenomenon but can be considered a general problem nationally.

E-learning material, which would be available for each employee at a time, could complement the current system or could serve as a substitute to the current system on the whole. E-learning is an existing training method in the diverse and extensive educational system of MÁV Co. to provide trainings for employees. In order to be more efficient, it would be worth considering how it could be extended to external employees. Besides, Tactics of Private Security Measurement videos, thought-provoking case studies and easily understandable legislative explanations could be incorporated in the electronic material. In the end, a test could be done to verify the extent security guards' level of knowledge has risen [14, 15].

This learning method could also be applied in case of handover of duty. For instance, in case of each handover of duty the security guard could read a short summary of the topics the 2-3 question test is about. Using the answers given, time for preparation, time spent for giving an answer, the program could calculate which field would need to be further practiced in case of each security guard. Also, the program could serve as a point of reference along what guidelines to develop the learning material. The training schedule could be shaped up-to-date, with constant feedback according to the needs. Also, emphasis on topics could be shifted based on necessities. All this in order for an intelligent application to support the safeguarding activity of MÁV Co. in the complex system of smart towns. This intelligent application is capable of adjusting to the security guards' needs and level of knowledge and is able to react on these elements besides maintaining a focus on executives' needs [16, 17].

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